



## Fox Valley Seniors Targeted in Possible Medical Equipment Scam

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MADISON – Over the past couple of weeks, the Wisconsin Department of Agriculture, Trade and Consumer Protection's (DATCP) Consumer Information Hotline has received a dozen or more calls from seniors in the Fox Valley region about a possible medical equipment scam. Calls to the Consumer Information Hotline about this situation have come from seniors in Appleton, Green Bay and just north of Green Bay. At this point, none of these callers claim to have been victimized.

Seniors report that they received a robocall telling them to expect delivery of a piece of medical or alert equipment that afternoon. The call claims that the equipment is paid for, but the seniors never ordered it.

Please note that:

- The robocalls appear to use spoofed numbers on caller ID systems.
- As opposed to robocalls that sound like they are read straight from a script, the messages used in this operation are made to sound "live," with the sounds of shuffling papers and additional call agents in the background.
- The person in the message may ask call recipients to respond to prompts on their phone keypads, possibly to verify delivery of an order.
- It is likely that callers would be asked to give over personal or banking information if they attempt to speak to an operator.

DATCP advises anyone who receives a similar call to hang up immediately. Do not press any keys to verify information or to speak to an operator. If the calls continue, file a complaint with the police or contact the Consumer Information Hotline toll-free at 1-800-422-7128.

For additional consumer protection information, visit the DATCP website at <http://datcp.wisconsin.gov> or send an e-mail to [datcp hotline@wisconsin.gov](mailto:datcp hotline@wisconsin.gov).

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